



Message: RE: Contract Clarifications

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From Kraft, Emily **Date** Thursday, February 16, 2017 9:00 AM
To 'Carrie Hoelscher'
Cc

 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

[See answers below.](#)

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Thursday, February 16, 2017 8:56 AM
To: Kraft, Emily
Subject: Contract Clarifications

Good Morning Emily,

Some questions have arisen in regard to the new contract that we need your clarification on. Hopefully, this is the last of "contract" questions as we kick off this new contract!

- Will the State be putting out a new A2A brochure with updated info and Contractors? **That is the plan. However, it may not be until FY18 that the brochure is updated, due to budget constraints.**
- In regard to helping with utilities: I've done some research on LIHEAP. You are only eligible after you've received a shut off notice and their application says they'll review your application within 30 business days, but to keep paying your bill in the waiting period. The way I understand this, in conjunction with our contract, is that A2A will assist with utilities during the waiting period to avoid shut off. Is my understanding correct? **Yes, that is correct.**
- Also in regard to utility assistance: is assistance limited to 3 assists within a 12 month period for each type of utility or for all utilities combined? **You are limited to three months of assistance, but a month's worth of assistance can include multiple utility bills... For example, in February, a client requests assistance with electric, gas, and trash bills, which only count as one month of assistance.**

Thank you! I appreciate all of your help!

Carrie

Carrie Hoelscher
A2A Program Manager



Email 1

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